

# **TO 101 – ERM Phase II**

Deliverable 101.2.1

Operational Status Report – Nov 30, 2002

# Operational Status - Overview

- ◆ The ERM system has been a fully operational and stable system since January 12<sup>th</sup>, 2002.
- ◆ There have been no occurrences of downtime during this reporting period – October 1, 2002 thru November 30, 2002.
- ◆ Key System Maintenance activities included:
  - Reviewing input files,
  - Monitoring system logs and error reports,
  - Monitoring image storage devices.(SAN and Optical)
- ◆ Key Database administration activities included:
  - Monitoring database growth and audit logs,
  - Reviewing table structure and content.

# ERM Solution – New Content.

- ◆ All backfile paper documents received from the Case Management & Oversight (CMO) Kansas City regional office have been scanned, indexed and stored in the ERM repository.
- ◆ Over 1.5 million pages from Financial Partners offices have been converted and indexed for secure web-based retrieval.
- ◆ All backfile paper documents received from the Administrative Actions and Appeals division in D.C. have been scanned, indexed and placed into the ERM repository.

# Solution Hosting Status

- ◆ The ERM system was moved to a hardened data center on July 13, 2002.
- ◆ Help Desk procedures that were developed and approved in August 2002 have been implemented.
- ◆ Risk assessment plan was completed on September 18<sup>th</sup>, 2002.
- ◆ ERM Security Plan was approved by the OGC in December 2002.
- ◆ A VPN has been installed to meet security plan requirements.
- ◆ A separate Web server has been installed to support Financial Partners end users.
- ◆ All IT support personnel have completed the required documentation for security background checks.

# ERM Solution Hosting Metrics

## ◆ Metrics\* for Schools Channel:

- 76 distinct subfolder and document type combinations,
- 240,000 multi-page PDF documents,
- 665 MB Acorde database,
- 11 (9.1GB) optical disks,
- 85.2 GB of electronic storage space in the SAN,

\* Volume from inception of the project thru Nov 30, 2002

# ERM Solution Hosting Metrics - contd..

- ◆ Metrics\* for Financial Partners Channel:
  - 163 distinct subfolder and document type combinations,
  - 20,500 multi-page PDF documents,
  - 40 MB Acorde database,
  - 4 (9.1GB) optical disks,
  - 30.3 GB of electronic storage space in the SAN.

\* Volume from inception of the project thru Nov 30, 2002

# System and Database Upgrades and Required Patches.

- ◆ Status of systems OS patches and upgrades
  - None required during this reporting period.
  - Upgrade to MS Windows 2000 scheduled for FY 2003.
  
- ◆ Status of database patches and upgrades
  - None required during this reporting period.
  - Upgrade to MSSQL 2000 scheduled for FY 2003.

# Performance Tuning Activities

- ◆ Developed and installed an automated mechanism to monitor web server's availability and uptime metrics.
- ◆ Met with end users to identify and resolve concerns.
- ◆ Continue to monitor bandwidth utilization to ensure service levels are maintained.
  - Monthly bandwidth utilization still at 30% of capacity.

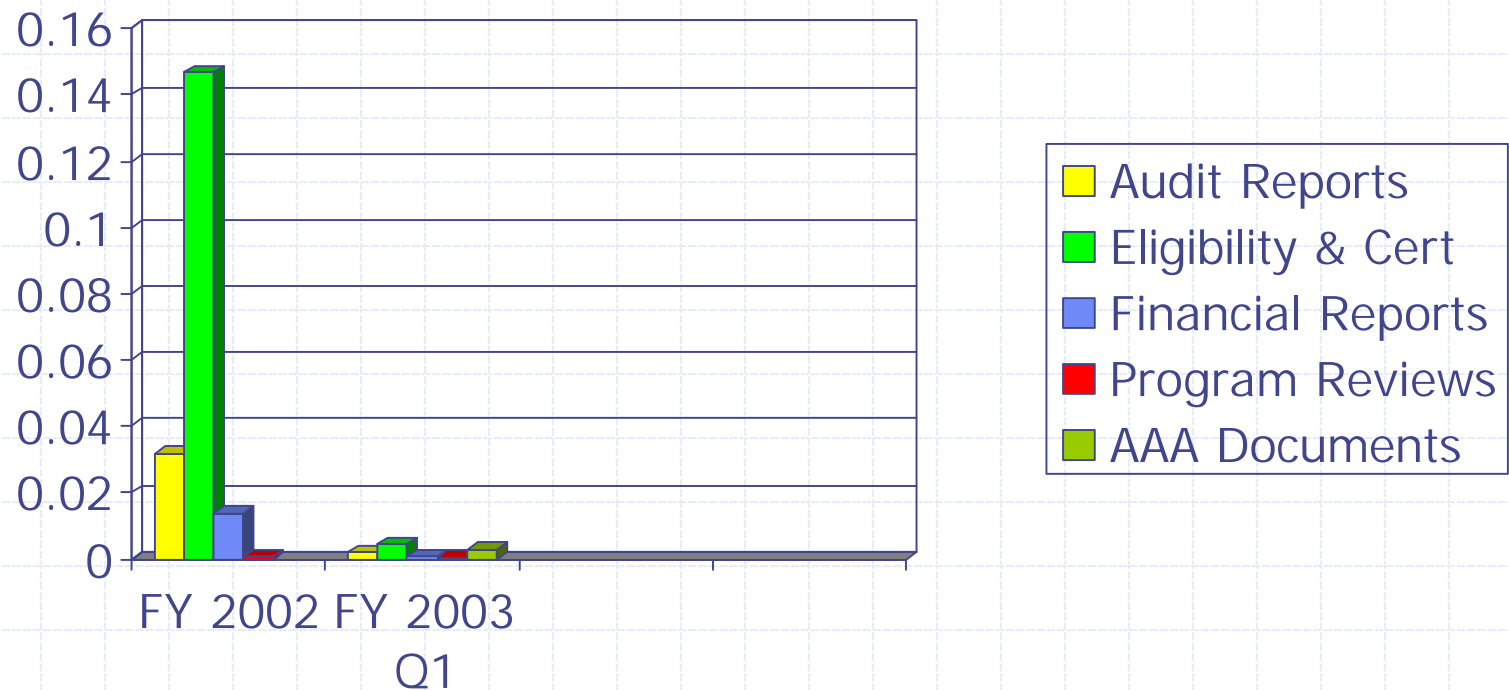


# Backup and Restoration Services

- ◆ Conducted daily backups of all database tables, input directories, and images.
- ◆ 21 day rotation period for backup tapes offsite implemented.
- ◆ Developed recovery test plan and procedures.

# Storage Services for CMO Scanned Documents

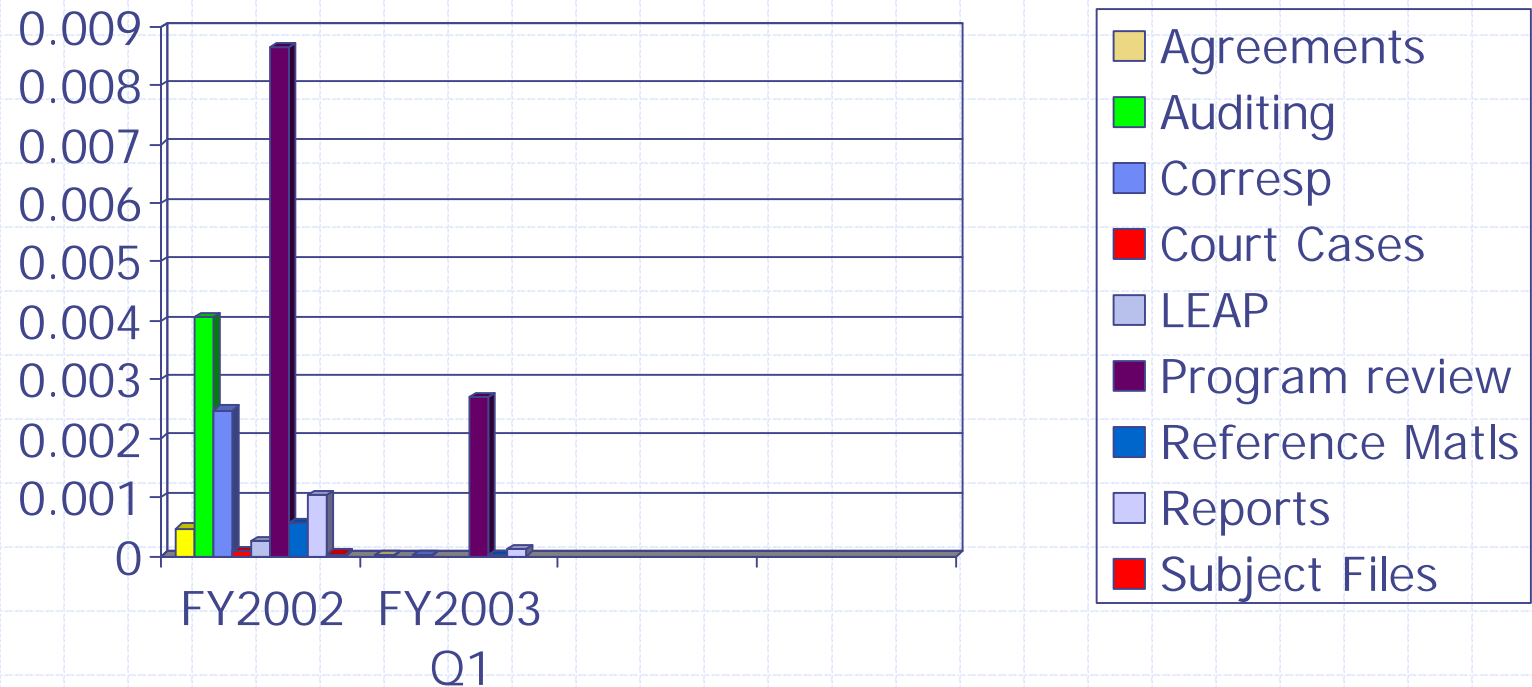
Millions



This graph depicts all of the documents placed into the system from inception of the project thru November 30, 2002.

# Storage Services for FP Scanned Documents

Millions



This graph depicts all of the documents placed into the system from inception of the project thru November 30, 2002.